

SPONSOR GUIDANCE AND RESPONSIBILITIES

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Good sponsorship is quality customer service. We all know that quality customer service is the hallmark of a successful organization. Here are some pointers about being responsive and making the newcomer feel welcome during a uncertain and in some cases overwhelming time in their lives.

- Listen
- Determine needs and exceed them
- Be a sponsor to the whole family, not just the member
- Always call the member back the same day if a call is missed
- Be honest but stay positive
- Treat incoming member the way you would or would've liked to been treated

You should call the member within 5 days of your sponsor assignment. Just to touch base.

Admin Department sends out the welcome aboard message. Work-Life sends out a welcome aboard package. However, it is a good idea for you to send out a handwritten letter with your own personalized welcome aboard package (stuff that you assemble). You can gather things from MWR, Work-Life, etc. Your spouse and children can write to the member's family too!

Before the actual move you should:

- Provide member with link to ISC website: <http://www.uscg.mil/mlcpac/ischon/>
- Offer assistance in arranging for temporary lodging (if needed).
- Make sure you know if member is traveling alone or bringing family members or pets. Ask about luggage so you know if you need to reserve a vehicle big enough.
- If pets come, remind them about quarantine. Fees are \$655 for 30 days or \$1,080 for 120 days. \$550 is reimbursable. Provide Hawaii Quarantine Website: http://www.hawaiiag.org/hdoa/ai_aqs_info.htm
- Have member fill out advance application for Housing.
- Make sure member keeps you informed of flight/plan changes. Provide duty, home, cell numbers along with your address.
- Assist in securing housing and set up welcome aboard kit if housing is available before member checks in.
- Gather telephone numbers of phone/cable etc and have them available at member's new residence. It's also a good idea to have telephone books at new residence.
- Assist member on getting phone connected. Sometimes, you can even work with the Phone Company and member to connect it before member's arrival.

Upon member's arrival:

- Personally pick up member and family at airport.
- Greet with a lei.
- On next duty day, accompany member to Admin to report in. If on weekend, have member report to OOD and then to Admin the next duty day.
- Introduce member to his or her chain of command and fellow co-workers.
- Introduce member to the Transition Relocation Manager at Work-Life.
- Assist in securing housing.
- Help member secure transportation.
- Help member complete check in sheet.
- Provide tours of area.
- Assist member in getting cable connected (if wanted).

Make sure you follow up with phone calls to see if member needs anything. Not just once, but also over several weeks.

If you have any questions, please contact PO1 Terri Paschall at (808) 541-1516 or Shirley Caban the Transition Relocation Manager at (808) 541-1586. Work-Life is available to give excellent sponsor training.